IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(s): Eastvold, Roger CONF. NO.: 7013

SERIAL NO.: 10/074,411 ART UNIT: 2451

FILING DATE: February 12, 2002 EXAMINER: Divecha, Kamal

В.

TITLE: SECURE REMOTE DIAGNOSTIC CUSTOMER SUPPORT

NETWORK

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DOCKET NO.: 390P010777-US (PAR)

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AMENDMENT

I. INTRODUCTION

This is in response to the Office Action mailed September 14, 2010 in regard to the above-identified patent application. Reconsideration of the rejection of the claims is respectfully solicited in light of the following amendment and remarks.

Please amend the Application as follows: